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### ***Clerk's Office Helps Algerian Courts***

The Clerk of the Superior Court in Maricopa County recently assisted the American Bar Association's Rule of Law Initiative (ROLI) in Algeria, Africa. The ABA's program participants have been working closely with Algerian leaders to provide technical legal assistance in the areas of access to justice, judicial reform, legal education reform, civic education, legal profession reform and women's rights.

The Clerk's Office was approached for examples of training materials in customer service for court staff. ABA ROLI Regional-Senior Attorney Dianne Post explained, "[the Algerians] don't really know how to respond to the public because it is such a new phenomena that people actually come to court." The Clerk's training department provided five related courses to assist court clerks and court staff in interacting with the public in person and over the telephone. The class overviews, PowerPoint slides, handouts and instructor notes will be translated and modified for use in an e-training program for Algerian court clerks. Algeria, home to an estimated 33.7 million residents, is located in North Africa and is the second largest country on the African continent. While the Clerk's Office regularly hosts representatives from foreign and domestic courts, this is the Clerk's first known assistance to a court project in Africa.

More information from the ABA's website:

In the Middle East and North Africa, the ABA Rule of Law Initiative (ABA ROLI) administers regional and bilateral programs focusing on judicial development, women and the law, legal education, and the legal profession. These initiatives endeavor to strengthen the standing of individual countries and the region as a whole vis-à-vis international standards on judicial independence. They also support the legal rights of women and their participation in the legal profession across the region while augmenting legal professional development and legal education.

ABA ROLI programs in the Middle East and North Africa have included regional programs for members of the legal community in Algeria, Bahrain, Egypt, Iraq, Kuwait, Lebanon, Morocco, Oman, Palestine, Qatar, Saudi Arabia, Syria, Tunisia, the United Arab Emirates, and Yemen.

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